GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:2466
ANSWERED ON:31.07.2002
TELEPHONE FAULTS
SURESH CHANDEL

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether telephone faults in the rural areas are not rectified for many days resulting in number of difficulties for the rural consumers; and

(b) the concrete steps taken/ proposed to be taken to rectify the faulty telephones in such areas at the earliest?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRIMATI S MAHAJAN)

(a) Sir, every effort is made to repair expeditiously faulty telephones in rural areas but there are areas where due to reasons such as inadequate road infrastructure, law and order problems, erratic power supply, it has not been possible to ensure prompt restoration.

(b) Following measures are being taken to ensure prompt repair of such telephones:

(i) Monitoring of fault repairs by Senior Officers.

(ii) Interactive Voice Response System (IVRS) based centralised fault booking at Short Distance Charging Centre (SDCC)

(iii) Rehabilitation/upgradation of external plant.

(iv) Replacement of long spans of overhead alignment by under ground cables in phased manner.

(v) Daily testing of VPTs from telephone exchanges.

(vi) Formation of core groups in each SSA(Secondary Switching Area) for prompt restoration of VPTs.

(vii) Replacement of telephone instruments having completed expiry period in phased manner.

(viii) Induction of Modern technologies like Wireless in Local Loop, Time Division Multiple Acess/ Point to Multi Point (TDMA/PMP), Satellite in rural areas.

(ix) Provision of generator sets to take care of long duration power break down.